

Debt Dashboard

Q3 2010

Introduction

The results of the recent Comprehensive Spending Review included welfare spending cuts worth £7 billion. This is on top of £11 billion in welfare benefits cuts that had already been announced.

Given that a significant number of its clients receive benefits, Consumer Credit Counselling Service (CCCS) wanted to understand the impact that the cuts would have on these clients' ability to repay their debts. Therefore we carried out a review to establish which benefits made up what proportion of our clients' household incomes.

We looked at clients who were claiming at least one of the following types of benefit or tax credit in the first three quarters of 2010:

- Child Benefit
- Child Support¹
- Child Tax Credit
- Disability Living Allowance (DLA)
- Incapacity Benefit/Employment and Support Allowance (ESA)²
- Income Support
- Jobseeker's Allowance (JSA)
- Working Tax Credit

This review looked at the average unsecured debt of these clients as well as their income and what proportion of their income consisted of benefits and/or tax credits. It examined their social circumstances, their gender and age, housing status and whether or not they have children.

The review found:

- Significantly just over a quarter (26 percent) percent of the charity's clients claim one of the five main income replacement benefits³
- CCCS will have given debt advice to approximately 110,000 people claiming at least one type of benefit or tax credit by the end of 2010

¹ While not technically a type of benefit or tax credit, child support has been included as an income stream that isn't employment

² Incapacity Benefit and ESA are captured under a single heading by the CCCS data warehouse, therefore this review will make reference throughout to Incapacity Benefit/ESA

³ These are; Jobseeker's Allowance (JSA), Income Support (IS), Employment and Support Allowance (ESA), Incapacity Benefit and Disability Living Allowance (DLA)

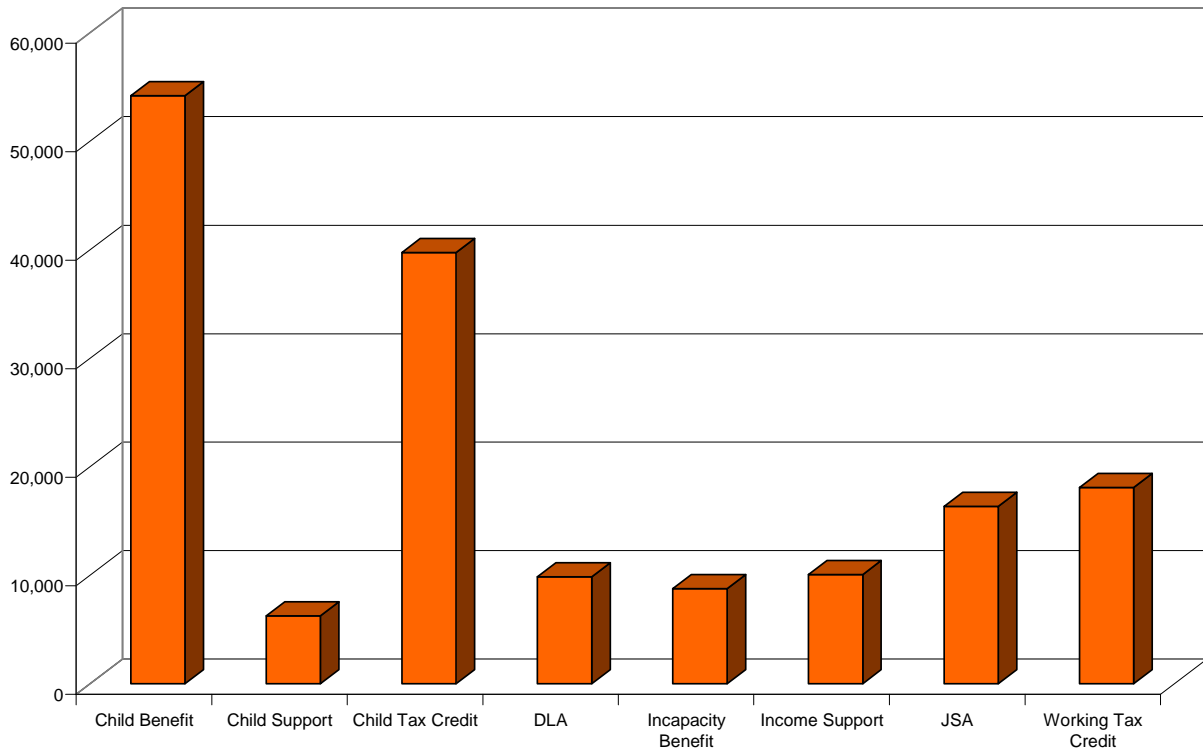
- The average income of a CCCS client claiming Jobseeker’s Allowance is just £7,258 a year⁴
- Clients claiming benefits receive an average of £478 a month, which represents more than a third of their income

Findings

Clients claiming benefits

Over half (56 percent) of CCCS clients are claiming at least one type of government benefit or tax credit. Over the first three quarters of 2010, just over 83,000 people counselled by CCCS relied on benefits or tax credits for at least part of their income. CCCS estimates that, by the end of 2010, it will have helped over 110,000 people claiming at least one form of benefit or tax credit.

Chart 1: Number of clients receiving benefit/tax credit by type



The most claimed benefit by CCCS clients is Child Benefit, with well over a third of all clients 54,187 receiving it this year. Although higher rate tax payers will be unable to claim this benefit after 2013, as the average yearly income of a CCCS client claiming child benefit is less than £21,000, most clients will still be able to claim.

What will affect CCCS clients is the fact that Child Benefit will be frozen at its current level (£20.30 a week for the eldest child and £13.40 a week for each additional child) for the next three years. However, while the withdrawal (or effective decrease) of this benefit will negatively impact recipients’ budgets, the review suggests that as a proportion of income,

⁴ All income figures net and inclusive of benefit/tax credit received unless stated

Child Benefit is a relatively small component of family finances. On average, a CCCS client claiming Child Benefit will receive around £127 from it, about seven percent of their total monthly income.

The situation is very different for Child Support. Only four percent of CCCS clients receive child support each month, but as a source of non-employment related income it accounts for 29 percent of families' finances. At close to £500, it is the single highest monthly amount that clients receive in any type of non-employment related income.

Table 1: Child benefit and child support

	Child Benefit	Child Support
Monthly income	£1,732.39	£1,690.19
Income from select benefit	£126.91	£489.70
Benefit as a proportion of income	7%	29%

As with Child Benefit, a high proportion of CCCS clients claim one of the five main income replacement benefits, with just over a quarter of the charity's clients receiving one type or another.

Of these JSA is the most claimed, by around 11 percent of clients, followed by Income Support and DLA (both seven percent) and finally Incapacity Benefit/ESA (six percent). Unsurprisingly, the benefit received by these clients tends to make up a far higher proportion of their total monthly income than for those claiming Child Benefits.

Table 2: DLA, incapacity benefit/ESA, income support and JSA

	DLA	Incapacity	Income Support	JSA
Monthly income	£1,344.98	£1,025.04	£930.66	£627.31
Income from income replacement benefit	£265	£387	£315	£288
Benefit as a proportion of income	20%	38%	34%	46%

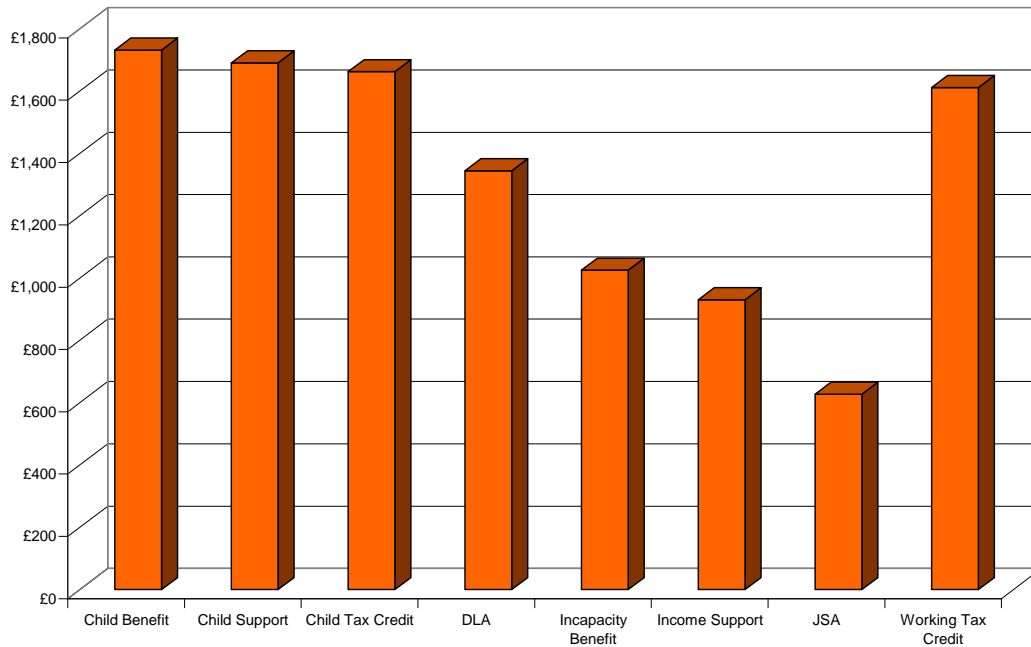
As the table above demonstrates, those receiving income replacement benefits are among the least well-off of any clients counselled by CCCS, particularly those on Income Support and JSA. The income they receive in excess of their benefit income can be ascribed to two factors: one, income received in other benefits and tax credits (which is discussed later) and two, a partner's income when that is taken into account during a joint counselling session.

What is most concerning about CCCS clients claiming these benefits, is that for the majority, income falls below the minimum yearly income standards identified by the Joseph Rowntree Foundation of £14,400 for a single person and £29,200 for a couple with two children⁵. The average yearly income of a client claiming Income Support is £11,168, for a client claiming Incapacity Benefit/ESA it is £12,300 and for a client claiming JSA, it is £7,528. Even accounting for the difference between gross and net income, most of the

⁵ www.minimumincomestandard.org

people in these groups will earn below what is considered to be a socially acceptable standard of living in the UK.

Chart 2: Income



Around 27 percent of clients receive Child Tax Credits and 12 percent Working Tax Credits. Child Tax Credits are worth around £50 more per month than Working Tax Credits, which explains why clients who receive Child Tax Credits have a slightly higher monthly income than clients receiving Working Tax Credits.

As part of the spending review, the government announced several changes to Child Tax Credits - families with a household income of more than £40,000 will see their eligibility reduced and the baby element of Child Tax Credit is to be abolished from the beginning of the next tax year. This may result in the average payments made to some clients reducing.

Table 3: Child tax credit and working tax credit

	Child Tax Credit	Working Tax Credit
Monthly income	£1,662.68	£1,611.44
Income from select benefit	£319.42	£272.60
Benefit as a proportion of income	19%	17%

Issues facing benefit clients

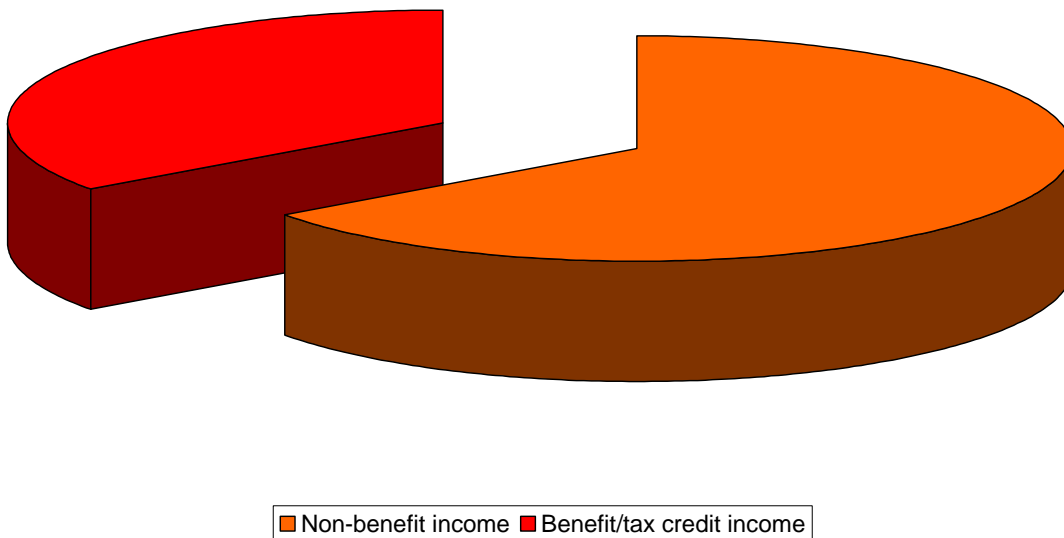
The review shows that as monthly income for people claiming any type of benefit is dramatically lower than those not claiming.

On average, monthly income for benefit clients (£1,399) is 16 percent lower than for clients without any benefits (£1,661). Their income is 45 percent less if you remove benefits or tax credits from this equation because, on average, benefits and tax credits make up more than a third of their total monthly income at £478 a month. This gap illustrates how clients claiming benefits or tax credits tend to receive more than one type each month. For

example, on average, clients receiving £288 JSA per month, receive £127 a month in other benefits and/or tax credits.

From 2013, total benefit income is to be capped at £500 per week for couples and lone parents and at £350 per week for single adult households.

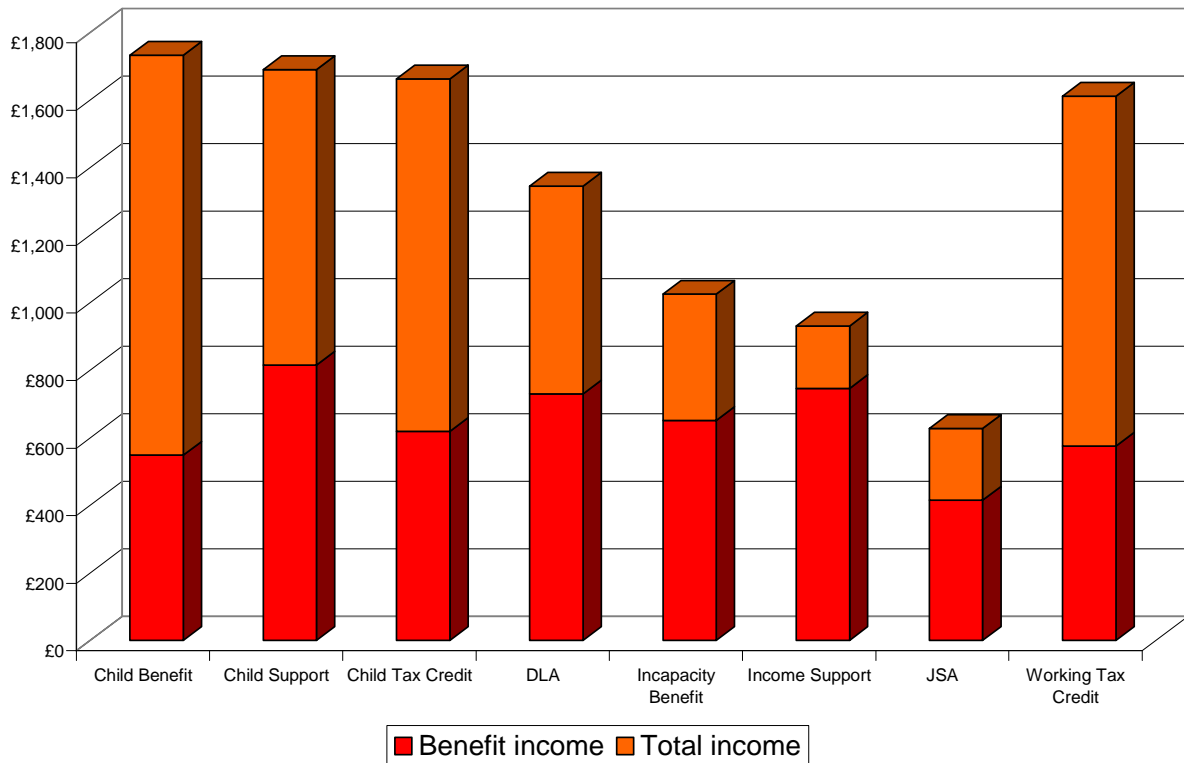
Chart 3: Benefit income as a proportion of total income



Most clients with an income replacement benefit usually receive a number of other benefits therefore benefits make up a majority of their income. For example for those in receipt of Income Support, 80 percent of their income derives from benefits.

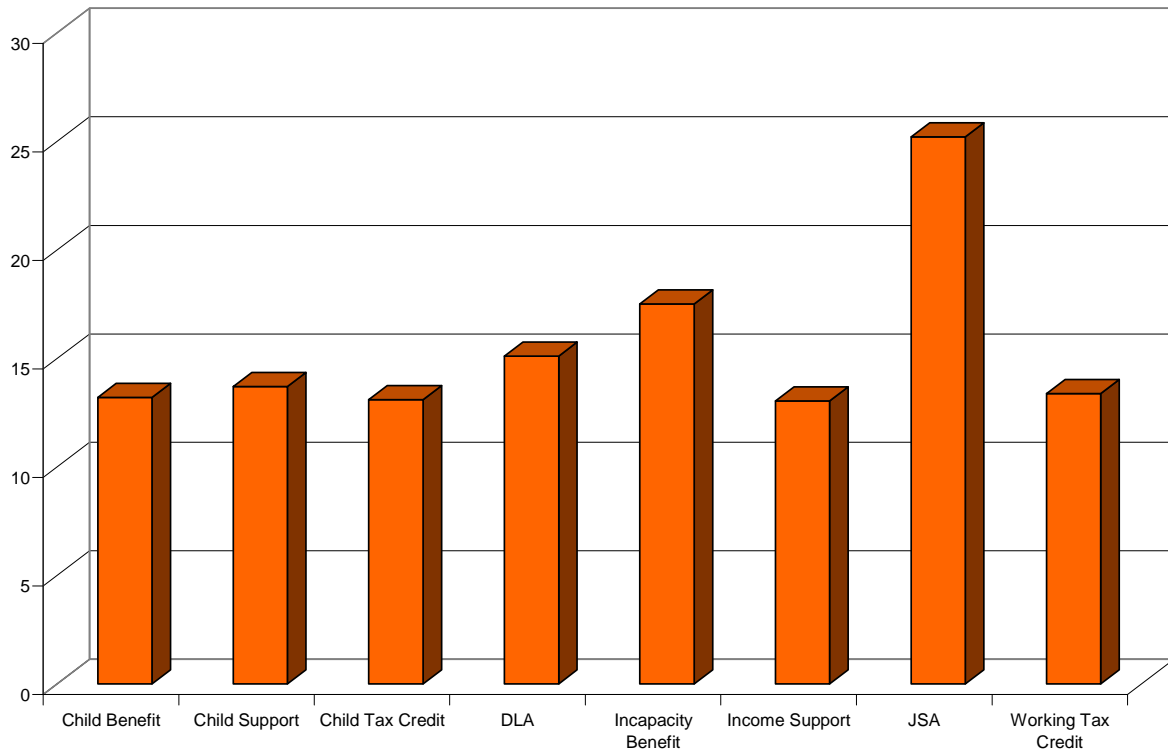
For clients receiving Child Benefit, all benefits make up a smaller proportion of their income than with the previous group. It is a similar story for tax credits, where the amount received tends to be lower as a proportion of total income. However, with child support both the amount of remuneration and the proportion of total income it accounts for is sizeable.

Chart 4: All benefits as a proportion of total income



Because the monthly income of those receiving an income replacement benefit is so low, they tend to hold very high levels of unsecured personal debt relative to it. Average debt for these clients ranges from around £12,000 (for those receiving income support) to just over £20,000 (for those receiving DLA), lower than the charity average of over £23,000 and lower even than the average for all clients claiming benefits or tax credits (£21,135). As the chart below shows, the ratio between their monthly income and unsecured debt is often far higher, an indication of extreme financial difficulty.

Chart 5: Debt/income ratio



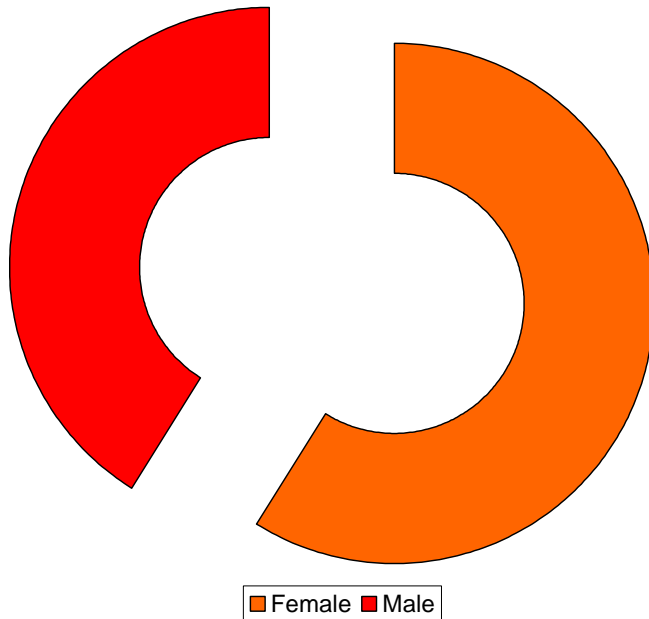
Benefit clients - their circumstances

The review found significant demographic trends.

Overall, over 83,000 clients who were claiming some type of benefit or tax credit when they were counselled, 59 percent were women (compared to just under 58 percent of all benefit and tax credit claimants across the UK who are female)⁶.

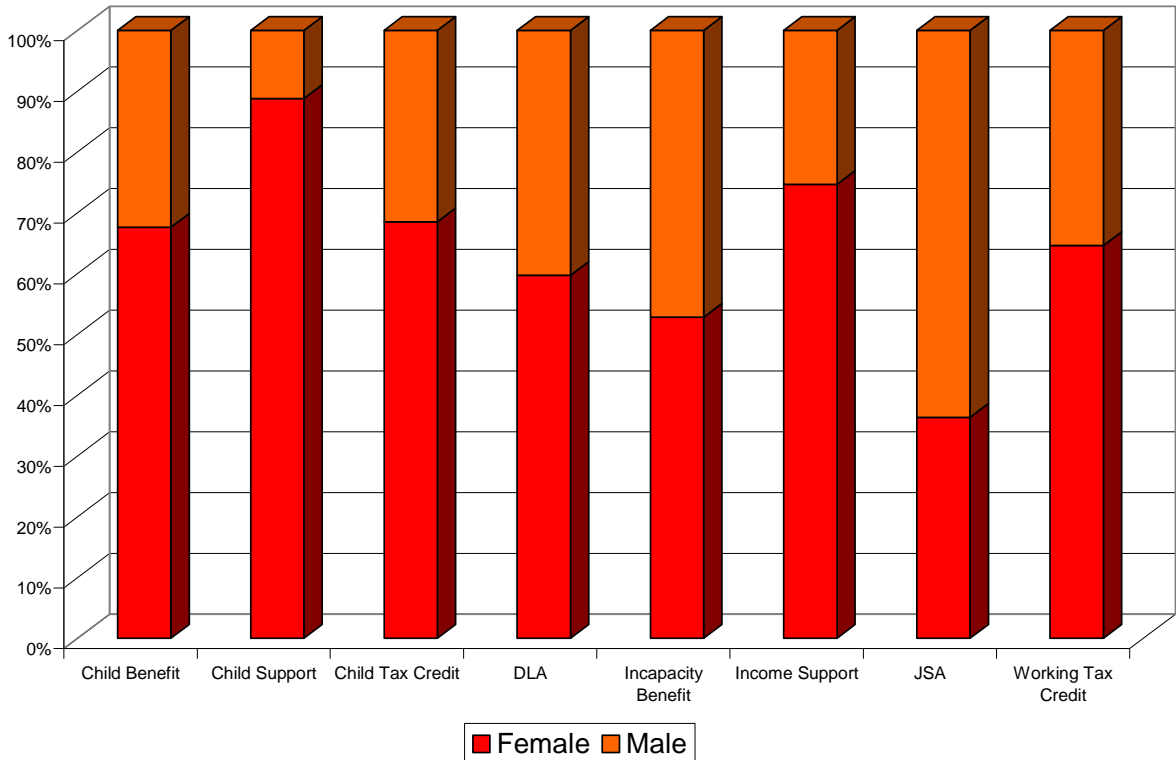
⁶ Estimate based on DWP and HMRC figures

Chart 6: Benefit client gender



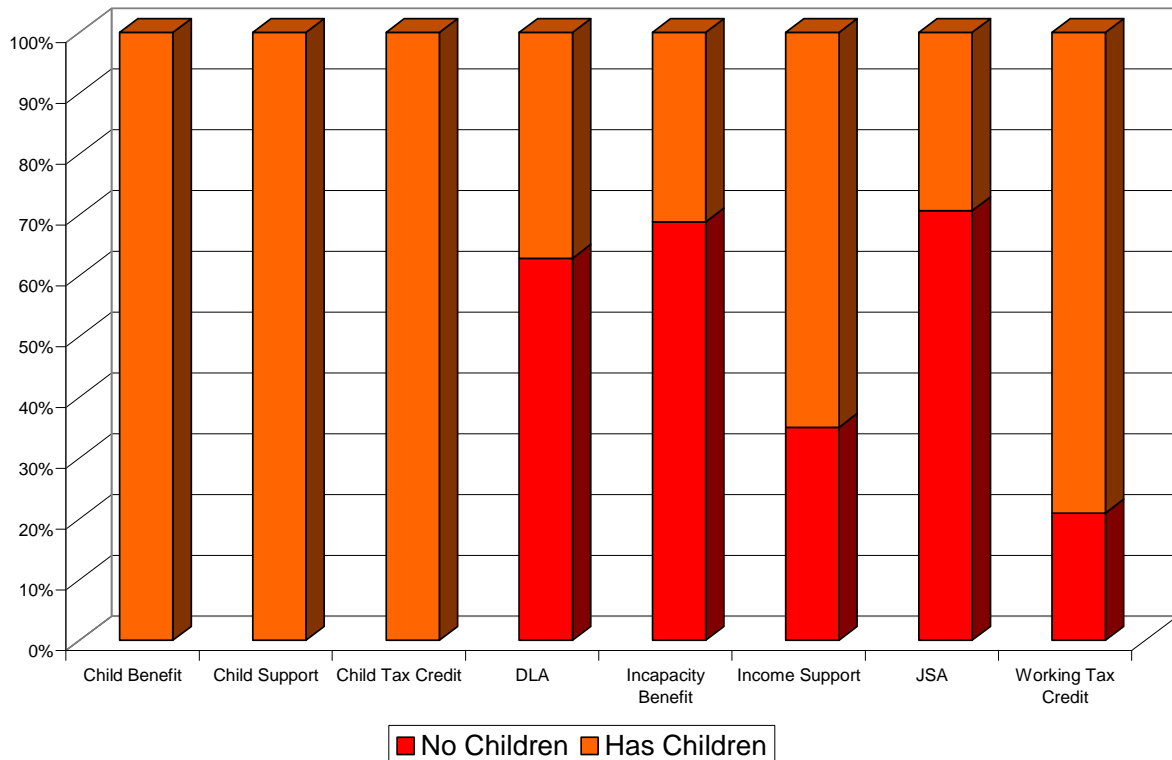
This proportion rises to almost 90 percent for clients receiving child support, and is 68 percent for those with Child Benefit, Child Tax Credit (69 percent) and Income Support (75 percent). The only type of benefit for which the majority of claimants are male is JSA, where around two thirds are men.

Chart 7: Benefits claimed by gender



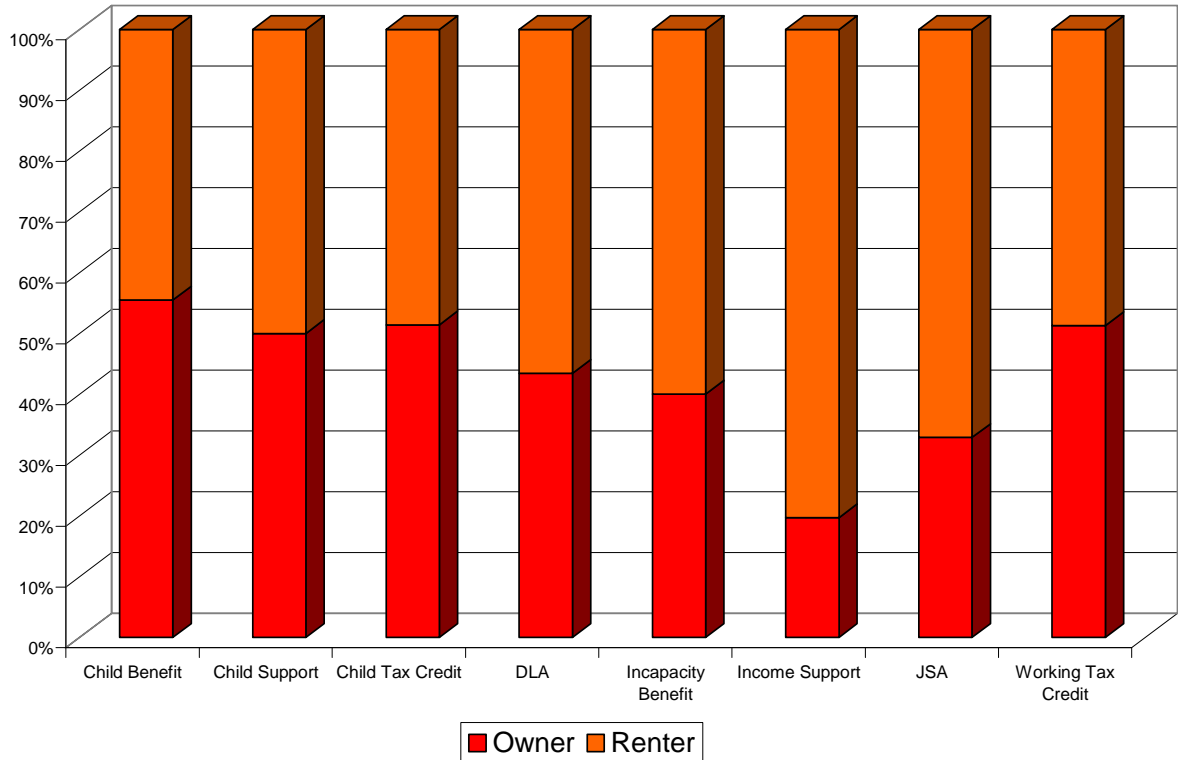
Clearly 100 percent of clients receiving Child Benefit, Child Support and Child Tax Credits have children. A majority of clients in receipt of Income Support and Working Tax Credits also have children. However, apart from Income Support, the majority of clients claiming an income replacement benefit have no dependent children, suggesting planned changes in this area may affect fewer children than previously feared.

Chart 8: Claiming and children



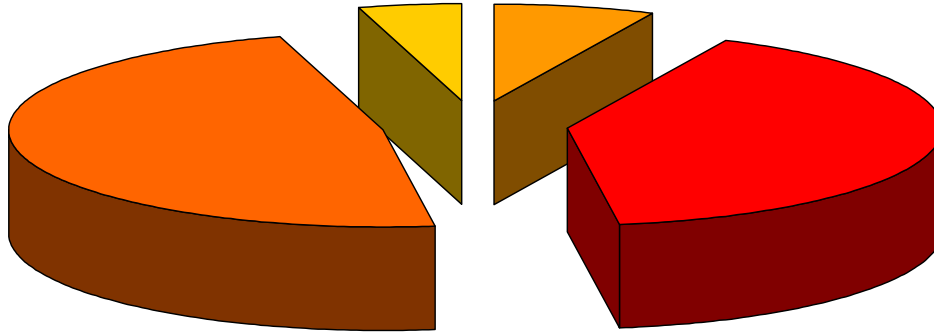
Although CCCS currently does not keep track of the number of its clients receiving housing benefit, the findings of the review suggest that plans to cap this benefit will affect sizeable numbers of benefit claimants. Over half of those counselled by CCCS claiming at least one type of benefit rent their home, as opposed to owning it. It is these people who will be most affected by the incoming cap. Our research indicates that it is lower income claimants eligible for income replacement benefits who are most likely to rent, for example, 80 percent of clients claiming income support rent their home. Clients receiving Child Benefits, who have the highest average income of any group discussed in this review, are most likely to be homeowners.

Chart 9: Housing status of clients claiming specific benefits



Only 11 percent of clients claiming any type of benefit are under 25 or over 60. These findings exclude pensions. The benefits most claimed by those under 25 are Income Support and JSA at 12 and 13 percent respectively.

Chart 10: Benefit claimants by age

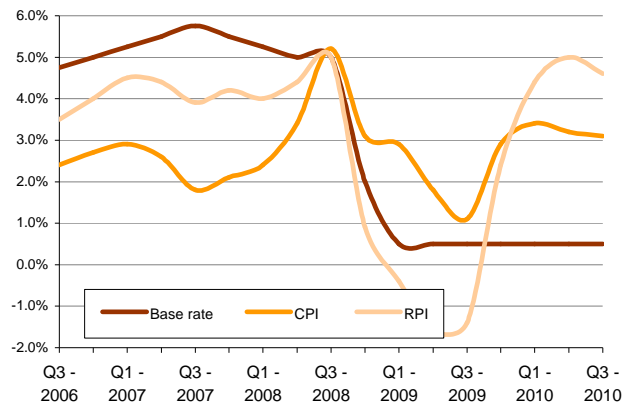


Under 25 25-39 40-59 60 & Over

Interest and inflation rates

Although both the Consumer Price Index (CPI) and Retail Price Index (RPI) measures of inflation fell between June and September, rises in food prices may point to future inflationary pressures. Shop price inflation rose to 2.1 percent in October from 1.9 percent in September, as past rises in commodity prices filtered through.

The base rate remained low over the period and was left at 0.5 percent by the Bank of England's Monetary Policy Committee (MPC) in November. The MPC is expected to resist calls to expand the £200bn quantitative easing programme for now.

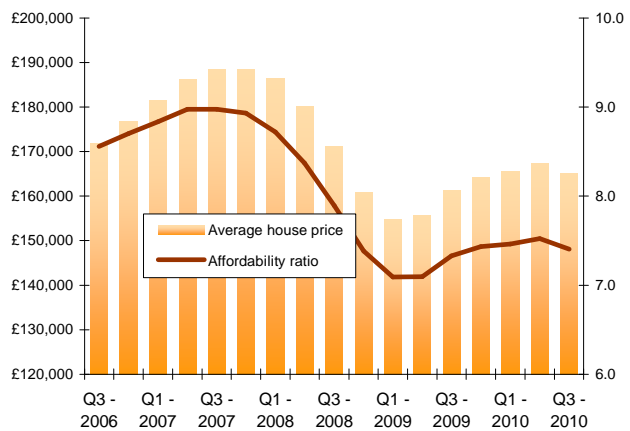


(Source: Bank of England and Office of National Statistics)

Average house prices and affordability ratio

The majority of house price indicators showed a decline over the third quarter. A survey by Hometrack, the property data company, said falls were recorded in 56 percent of postcode districts, while just 0.1 percent of areas saw a rise.

Despite the UK-wide situation, average property prices in Scotland have recently increased to an all-time high. Over the third quarter average residential property prices in Scotland jumped by 5.8 percent to £163,360, compared to the same period last year.

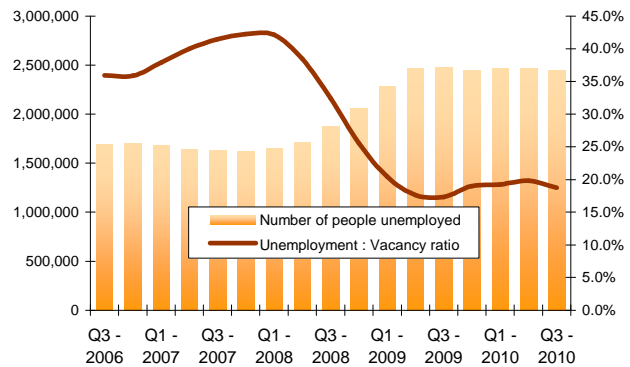


(Source: CCCS)

Unemployment

The unemployment rate reduced very slightly by August to 7.7 percent. However, recent research by the Chartered Institute of Personnel and Development (CIPD) has found that around 900,000 jobs will be lost from the private sector, with another 725,000 jobs expected to be cut across the public sector over the next five years.

Graduate unemployment has risen to its highest level for 17 years. According to a recent study by the Higher Education Career Services Unit, 8.9 percent of the graduate class of 2009 were out of work in January 2010, the highest unemployment level since 1993.

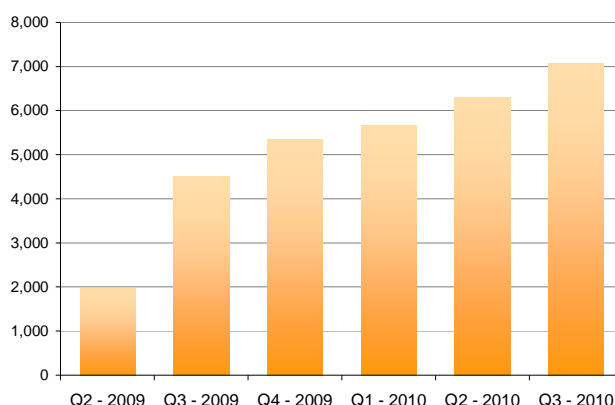


(Source: Office for National Statistics - LFS)

	Bank of England Base rate	Average house price	CPI	UK Households (thousands)	Mortgage Approvals	Unemployment (number)	Housing affordability ratio
Q1 - 2007	5.25%	£ 181,466	2.9%	25,333	350,684	1,687,000	8.8
Q2 - 2007	5.50%	£ 186,164	2.6%	25,333	337,326	1,640,000	9.0
Q1 - 2008	5.25%	£ 186,395	2.4%	25,586	202,549	1,655,000	8.7
Q2 - 2008	5.00%	£ 180,235	3.4%	25,586	131,479	1,713,000	8.4
Q3 - 2008	5.00%	£ 171,159	5.2%	25,586	98,307	1,873,000	7.9
Q4 - 2008	2.00%	£ 160,890	3.1%	25,586	90,007	2,066,000	7.4
Q1 - 2009	0.50%	£ 154,921	2.9%	25,839	114,769	2,280,000	7.1
Q2 - 2009	0.50%	£ 155,734	1.8%	25,839	142,484	2,467,000	7.1
Q3 - 2009	0.50%	£ 161,229	1.1%	25,839	162,107	2,482,000	7.3
Q4 - 2009	0.50%	£ 164,314	2.9%	25,839	173,668	2,449,000	7.4
Q1 - 2010	0.50%	£ 165,756	3.4%	26,092	143,114	2,472,000	7.5
Q2 - 2010	0.50%	£ 167,462	3.2%	26,092	147,794	2,467,000	7.5
Q3 - 2010	0.50%	£ 165,207	3.1%	26,092	143,442	2,448,000	7.4
Annual Change	0.00%	£ 3,979	2.0%	253 -	18,665	-34,000	0.1

Debt Relief Orders

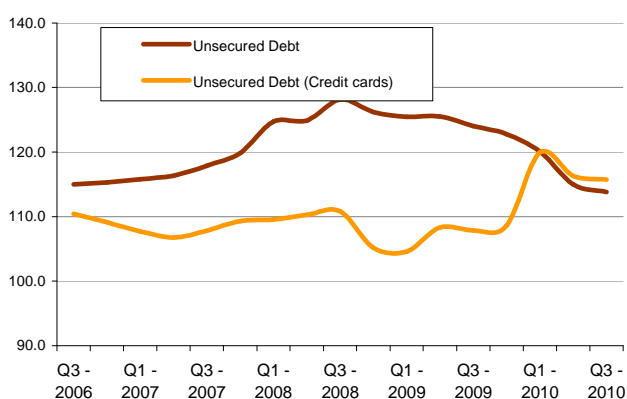
There were 7,068 Debt Relief Orders (DROs) in Q3 2010, an almost 57 percent increase on the same quarter last year. The number of DROs granted has increased each quarter since their introduction in April 2009. It seems apparent that greater familiarity with this 'bankruptcy lite' is encouraging more of those who are eligible to apply for them as a means of dealing with debt.



UK unsecured debt (indexed Q1 2004 = 100)

Total consumer credit lending to individuals fell over Q3 to £215,763 million. According to the debt education charity Credit Action, including mortgages, average household debt in the UK is £57,624. UK banks and building societies wrote off £3.47bn of loans to individuals in Q2 2010, of which £2.14bn was credit card debt.

(Source: Insolvency Service)

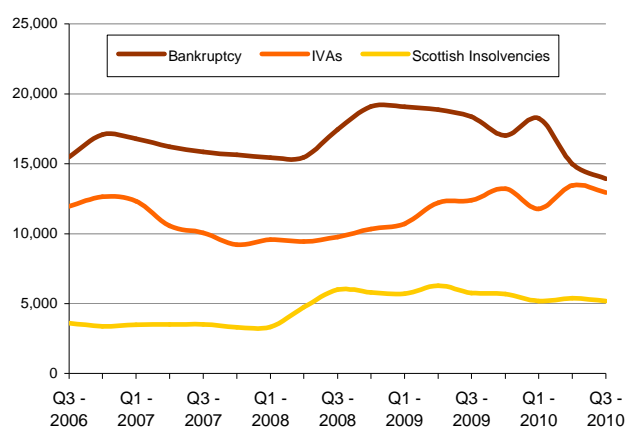


Overall outstanding credit card debt fell in Q3 by over £400 million to £58,206 million. In October, BIS and HM Treasury requested evidence from stakeholders on credit and debt-related issues to establish how people can get a fairer deal when borrowing money.

Insolvency

Over the third quarter of 2010 there were 13,907 bankruptcies, 24.2 percent less than in the third quarter of 2009. Almost 85 percent of these bankruptcies were debtor petitioned.

(Source: Bank of England)



There were 12,960 Individual Voluntary Arrangements, up 4.6 percent on the corresponding quarter of the previous year

In Scotland there were 5,168 individual insolvencies in the third quarter of 2010. This is a decrease of 10.5 percent on the same period a year ago. In Northern Ireland there were 551 individual insolvencies, an increase of 45.4 percent on the same period a year ago.

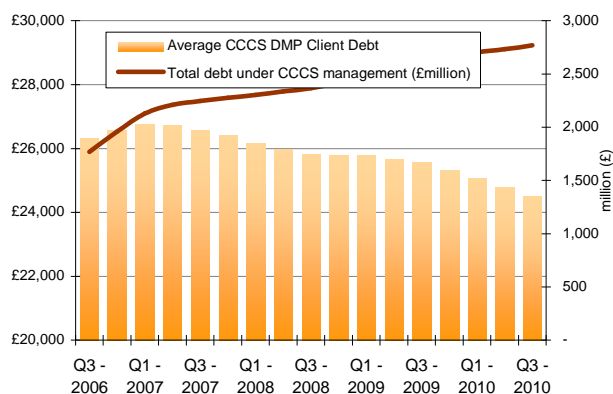
(Source: Insolvency Service)

	Total unsecured debt (millions)	Total Credit Card Debt (millions)	Average UK unsecured debt (per household)	Mortgage possession claims issued	Scottish Insolvencies	Bankruptcy	IVAs
Q1 - 2007	£ 213,775	£ 54,160	£ 8,439	33,931	3,471	16,788	12,328
Q2 - 2007	£ 214,785	£ 53,667	£ 8,478	32,674	3,498	16,214	10,561
Q1 - 2008	£ 230,210	£ 55,062	£ 8,997	39,537	3,324	15,452	9,577
Q2 - 2008	£ 230,581	£ 55,423	£ 9,012	38,755	4,735	15,468	9,428
Q3 - 2008	£ 236,562	£ 55,718	£ 9,246	38,448	5,998	17,451	9,766
Q4 - 2008	£ 232,985	£ 52,868	£ 9,106	26,999	5,807	19,100	10,341
Q1 - 2009	£ 231,657	£ 52,577	£ 8,965	24,053	5,693	19,062	10,713
Q2 - 2009	£ 231,732	£ 54,443	£ 8,968	25,271	6,294	18,870	12,225
Q3 - 2009	£ 228,950	£ 54,219	£ 8,861	23,751	5,767	18,347	12,390
Q4 - 2009	£ 226,662	£ 54,578	£ 8,772	20,025	5,678	17,007	13,219
Q1 - 2010	£ 221,678	£ 60,306	£ 8,579	18,679	5,175	18,256	11,782
Q2 - 2010	£ 217,998	£ 58,472	£ 8,355	17,774	5,378	14,982	13,446
Q3 - 2010	£ 215,763	£ 58,206	£ 8,269	-	5,168	13,907	12,960
Annual Change	-£ 13,187	£ 3,987	-£ 591	23,751	599	4,440	570

CCCS DMP client base

CCCS oversees almost 113,000 Debt Management Plans (DMP), more than a tenth more than at the end of Q3 2009. The rate of increase has slowed slightly over the previous three months, which could be seen as a positive indicator as the economy stages a tentative recovery. However, the charity still had close to 3,000 more DMPs under management at the end of September than at the end of July.

DMP client debt continues to fall, down £305 to £24,506 over Q3. With DMP repayment amounts not increasing noticeably, it would appear that new clients being set up on a DMP have lower debts than those in previous years.

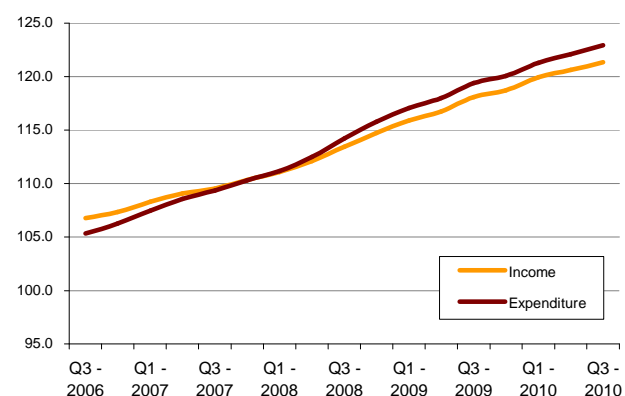


(Source: CCCS)

CCCS DMP client income and expenditure

DMP client income and expenditure rose by almost exactly the same amount over the third quarter leaving them in a similar position in September as in July, with a monthly surplus of just over £237. Indeed, average surplus has remained around this amount throughout 2010.

Both income and expenditure have increased by just over one percent since January, lower than inflation, showing that while client wages have remained essentially stagnant over the year, they have managed to keep control over their spending in the face of rising food prices

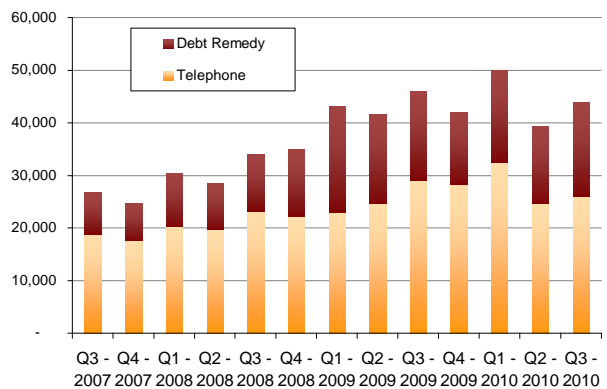


(Source: CCCS)

CCCS clients counselled

After a fall in the numbers of clients counselled in Q2, there was an increase in the number of people looking for debt advice in Q3. As Q2's fall may have been the result of a slight economic recovery that saw GDP increase by 1.2 percent between April and June, Q3's rise could reflect the flattening out of that recovery, with GDP only rising by 0.8 percent from July to September.

More people continue to be counselled by telephone (26,063 in Q3) than online (17,780). However the proportion of clients counselled online as a proportion of all clients counselled increased from 37 percent to 41 percent between Q2 and Q3.



(Source: CCCS)

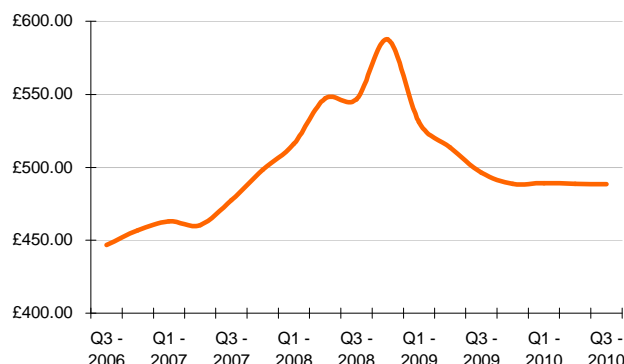
	Total debt under CCCS management	Number of DMP Clients	Average CCCS DMP Client Debt	Average Client Income	Average surplus as proportion of income (%)	CCCS Client Income (indexed Jan 2005 = 100)	CCCS Client Expenditure (indexed Jan 2005 = 100)
Q1 - 2007	£2,127,839,929	79,562	£ 26,744	£ 1,418.20	16.7%	108.3	107.5
Q2 - 2007	£2,210,796,383	82,740	£ 26,720	£ 1,428.77	16.4%	109.1	108.6
Q3 - 2007	£2,245,301,177	84,467	£ 26,582	£ 1,434.68	16.2%	109.5	109.3
Q4 - 2007	£2,276,057,116	86,145	£ 26,421	£ 1,445.45	16.1%	110.3	110.3
Q1 - 2008	£2,303,031,176	88,028	£ 26,162	£ 1,455.06	16.0%	111.1	111.2
Q2 - 2008	£2,336,162,365	89,920	£ 25,980	£ 1,468.32	15.8%	112.1	112.5
Q3 - 2008	£2,366,946,028	91,607	£ 25,838	£ 1,485.72	15.5%	113.4	114.2
Q4 - 2008	£2,417,148,624	93,720	£ 25,791	£ 1,502.67	15.3%	114.7	115.8
Q1 - 2009	£2,480,674,663	96,232	£ 25,778	£ 1,518.14	15.2%	115.9	117.1
Q2 - 2009	£2,524,410,378	98,342	£ 25,670	£ 1,529.19	15.2%	116.7	118.0
Q3 - 2009	£2,587,742,023	101,201	£ 25,570	£ 1,547.01	15.1%	118.1	119.4
Q4 - 2009	£2,636,141,652	104,110	£ 25,321	£ 1,555.04	15.1%	118.7	120.1
Q1 - 2010	£2,702,228,800	107,772	£ 25,074	£ 1,571.17	15.1%	119.9	121.3
Q2 - 2010	£2,732,399,017	110,174	£ 24,801	£ 1,579.79	15.0%	120.6	122.1
Q3 - 2010	£2,768,502,239	112,973	£ 24,506	£ 1,589	14.9%	121.3	123.0
Annual Change	£180,760,216	11,772	£ -1,064	£ 42.37	-0.2%	3.2	3.6

Housing

Client spending on housing costs continued to decline over Q3, following on from the slight fall in Q2. The fall in Q3 was again very small (£0.25), leaving clients on average spending £488.37 a month either in rent or on a mortgage. There has been a dramatic fall in housing costs for clients since Q4 2008. This decline has matched falling client mortgage costs, indicating that low interest rates between Q3 2008 and Q1 2010 have benefited homeowners greatly.

This explains why client spending on mortgages, as a proportion of income, has fallen to its lowest ever rate (35.5 percent).

(Source: CCCS)

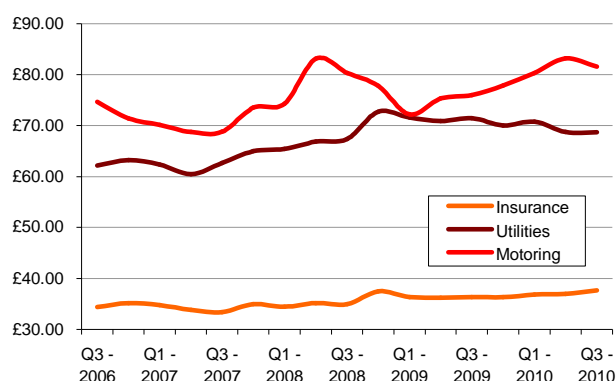


Insurance, utilities and motoring

Client spending on gas, electricity and water fell very slightly over Q3 to £488.37. This is the lowest monthly amount for three years. However, households across the UK may face big rises in heating bills this winter, after the country's second largest gas supplier announced price increases significantly higher than inflation.

The government recently confirmed it is to extend the Green Deal to cover rented properties. Under the scheme, home improvements are paid for by energy companies or other commercial firms which then recoup the cost through charges on energy bills

(Source: CCCS)

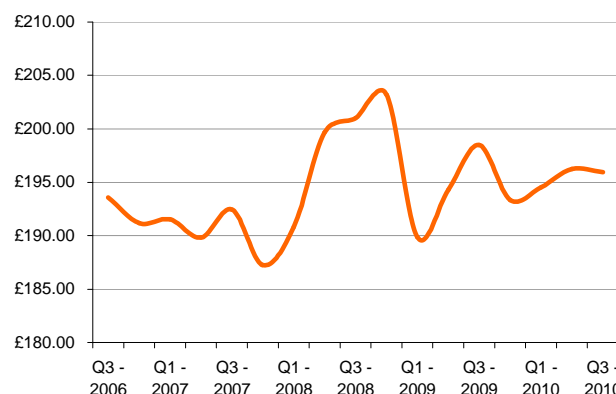


Food and clothing

Over Q3 there was a fall in what clients spend on food and clothing for the first time in 2010, down £0.29 to £195.95 a month. This fall is surprising as food prices across the UK have continued to increase. The British Retail Consortium (BRC) recently announced that prices rose by 4.4 percent over the past year, the highest annual increase since June 2009.

Lord Wolfson, chief executive of NEXT, recently warned that garment prices will rise between five and eight percent in spring/summer 2011, reflecting January's increase in VAT to 20 percent and a 45 percent rise in the price of cotton over the past year.

(Source: CCCS)



	Utilities	Housing	Insurance	Food and clothing	Motoring	Others	Proportion of Income spent on mortgage
Q1 - 2007	£62.4	£463.0	£34.8	£191.5	£70.1	£62.2	40.4%
Q2 - 2007	£60.5	£460.5	£33.8	£189.8	£68.8	£60.1	40.4%
Q3 - 2007	£62.7	£477.4	£33.4	£192.5	£68.8	£63.0	42.0%
Q4 - 2007	£65.0	£498.4	£35.0	£187.2	£73.5	£63.2	42.6%
Q1 - 2008	£65.4	£516.0	£34.4	£190.8	£74.3	£63.0	43.1%
Q2 - 2008	£66.9	£547.1	£35.2	£199.7	£83.1	£68.6	43.8%
Q3 - 2008	£67.4	£546.7	£34.9	£201.0	£80.3	£70.8	45.2%
Q4 - 2008	£72.7	£587.5	£37.5	£203.2	£77.8	£64.6	46.0%
Q1 - 2009	£71.5	£530.9	£36.4	£189.9	£72.2	£66.6	40.9%
Q2 - 2009	£70.9	£513.5	£36.2	£194.3	£75.3	£57.3	39.3%
Q3 - 2009	£71.5	£496.2	£36.3	£198.5	£76.0	£67.0	37.6%
Q4 - 2009	£70.0	£488.6	£36.3	£193.3	£77.9	£61.2	36.9%
Q1 - 2010	£70.8	£489.2	£36.8	£194.5	£80.3	£62.8	35.9%
Q2 - 2010	£68.7	£488.6	£37.0	£196.2	£83.2	£65.0	36.2%
Q3 - 2010	£68.7	£488.4	£37.7	£196.0	£81.6	£65.3	35.5%
Annual Change	-£2.8	-£7.9	£1.4	-£2.5	£5.6	-£1.7	-2.1%

1. *Debt Dashboard* is produced quarterly and based on data from over 100,000 people spread throughout the United Kingdom. It juxtaposes clients' levels of debt and their ability to repay against broader economic variables.
2. 'CCCS clients' in this report are people who have received a full, in-depth counselling session from the charity.
3. Notes on the data used:
 - Households with unsecured credit - data supplied by the Office of National Statistics
 - Total unsecured debt (in millions) - data supplied by the Bank of England
 - Average unsecured debt by household - calculated using two statistics outlined above
 - Charging Orders - taken out by creditors against debtor's property - data supplied by the Ministry of Justice
 - CCJs - County Court Judgments in England and Wales - data supplied by Registry Trust
 - Bankruptcies, DROs, IVAs - England and Wales only - data supplied by the Insolvency Service
 - Base rate - Bank of England base rate
 - Average house price - average calculated by using figures from Nationwide, Halifax and Land Registry
 - UK households (in thousands) - data supplied by the Office of National Statistics
 - Unemployment figures - data supplied by the Office of National Statistics
 - Mortgage applications - data supplied by the Bank of England
 - Average annual salary - data supplied by the Office of National Statistics
 - Housing affordability ratio - calculated by comparing wages to the average house price
 - Total debt under management - data from CCCS
 - CCCS clients on a DMP - data from CCCS
 - Average CCCS client debt - data from CCCS. In the 'CCCS' section of the Debt Dashboard, the figures for average client debt refer only to CCCS clients currently on a DMP
 - Average DMP payment - data from CCCS
 - Average surplus - data from CCCS
 - Income index - data from CCCS clients' budgets
 - Expenditure index - data from CCCS clients' budgets
4. CCCS can be contacted on 0800 138 1111, Monday to Friday, 8am to 8pm. In addition, online debt advice is available through CCCS Debt Remedy 24 hours a day at www.cccs.co.uk

For further information please contact Frances Walker or Una Farrell on 0207 391 4587. Out of office hours 0750 788 0478 or email: francesw@cccs.co.uk / unaf@cccs.co.uk

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